

UNITED STATES PATENT AND TRADEMARK OFFICE  
Attorney Docket No. 13253US01



In the Application of:

MICHAEL D'AMICO et al.

Serial No.: to be assigned

Filed: herewith

For: GAMING SYSTEM CUSTOMER  
SERVICE TECHNIQUES

**CERTIFICATE OF MAILING**

I hereby certify that this correspondence is being deposited with the United States Postal Service as express class mail in an envelope addressed to: Assistant Commissioner for Patents, Box Application, Washington, D.C. 20231 on October 17, 2001.

By: Ronald E. Larson  
Ronald E. Larson  
Reg. No. 24,478

**INFORMATION DISCLOSURE STATEMENT**

Assistant Commissioner for Patents  
BOX APPLICATION  
Washington, D.C. 20231

Dear Sir:

Pursuant to 37 C.F.R. § 1.56, it is respectfully requested that the following references be considered in the examination of the above-identified patent application:

US PATENT NO.	DATE	NAME
5,429,361	07/04/95	Raven et al.
5,951,397	09/14/99	Dickinson
6,210,279 B1	04/03/01	Dickinson

The above-identified references are listed on the attached PTO Form 1449, and copies are also enclosed herewith.

This submission is in no way intended as an admission that the above-cited references constitute prior art under any subsection of 35 U.S.C. § 102. Applicant expressly retains the right to take any actions necessary to remove the above-cited references from the available prior art.

Consideration of the above-identified references in the examination of the present patent application is respectfully requested.

The Commissioner is hereby authorized to charge any additional fees which may be required or credit any overpayment to Account No. 13-0017.

Respectfully submitted,



Ronald E. Larson  
Registration No. 24,478  
Attorney for Applicant

October 17, 2001  
Date

MCANDREWS, HELD & MALLOY, LTD.  
500 W. Madison, 34th Floor  
Chicago, IL 60661

Telephone: (312) 775-8000  
Facsimile: (312) 775-8100